Rural Central Incident Report May 2012

As of **6/14/2012**

Rural Central Desktop Support

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.
Cells displayed show the number of incidents resolved on first contact during the reporting period.

Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - First Contact Resolution		
		Low	Medium	FCR Total
Rural Central Desktop Support	Gerald Adams	30 22	0 0	30 22
	Jay Barfuss	15 14	0 0	15 14
	Jeremy Standifird	39 1	0 0	39 1
	Jessica Purcell	44 25	0 0	44 25
	John Donaldson	37 27	4 1	41 28
	Paul Petersen	71 21	0 0	71 21
	Randy Graham	37 33	0 0	37 33
	Richard Packer	15 9	0 0	15 9
	Robert Case	62 22	0 0	62 22
	Rod Montoya	54 49	0 0	54 49
	Ron LeBaron	82 53	0 0	82 53

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Rural Central Desktop Support

		Low	Medium	FCR Total
Rural Central Desktop Support	Todd Hardy	30	0	30
		27	0	27
	Troy Morris	25	2	27
		11	1	12
	Assigned to Individual Total	541	6	547
		314	2	316
Assigned Group Total		541	6	547
		314	2	316

Rural Central Desktop Support

Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock minutes.
Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Inital Response		
		Low	Medium	MIR Total
Rural Central Desktop Support	Gerald Adams	30 0	0 0	30 0
	Jay Barfuss	15 0	0 0	15 0
	Jeremy Standifird	39 1	0 0	39 1
	Jessica Purcell	44 2	0 0	44 2
	John Donaldson	37 2	4 1	41 3
	Paul Petersen	71 4	0 0	71 4
	Randy Graham	37 1	0 0	37 1
	Richard Packer	15 0	0 0	15 0
	Robert Case	62 9	0 0	62 9
	Rod Montoya	54 2	0 0	54 2
	Ron LeBaron	82 4	0 0	82 4

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Rural Central Desktop Support

		Low	Medium	MIR Total
Rural Central Desktop Support	Todd Hardy	30 2	0 0	30 2
	Troy Morris	25 1	2 0	27 1
	Assigned to Individual Total	541 28	6 1	547 29
Assigned Group Total		541 28	6 1	547 29

Rural Central Incident Report May 2012

As of **6/14/2012**

Rural Central Desktop Support

Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock hour minutes.
Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Top Number - Total Incidents
Bottom Number -Average time in hours

Assigned Group	Assigned to Individual	Low	Medium	ATTIR Total
Rural Central Desktop Support	Gerald Adams	30 0.00	0 0.00	30 0.00
	Jay Barfuss	15 0.02	0 0.00	15 0.02
	Jeremy Standifird	39 0.10	0 0.00	39 0.10
	Jessica Purcell	44 0.10	0 0.00	44 0.10
	John Donaldson	37 0.19	4 0.54	41 0.22
	Paul Petersen	71 0.13	0 0.00	71 0.13
	Randy Graham	37 0.10	0 0.00	37 0.10
	Richard Packer	15 0.14	0 0.00	15 0.14
	Robert Case	62 0.48	0 0.00	62 0.48
	Rod Montoya	54 0.16	0 0.00	54 0.16
	Ron LeBaron	82 0.25	0 0.00	82 0.25

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As of 6/14/2012

Rural Central Desktop Support

		Low	Medium	ATTIR Total
Rural Central Desktop Support	Todd Hardy	30 0.12	0 0.00	30 0.12
	Troy Morris	25 0.16	2 0.36	27 0.18
	Assigned to Individual Total	541 0.18	6 0.48	547 0.18
Assigned Group Total		541 0.18	6 0.48	547 0.18

Rural Central Desktop Support

Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.
Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Top Number - Total Incidents
Bottom Number - Missed Resolution

Assigned Group	Assigned to Individual	Low	Medium	MR Total
Rural Central Desktop Support	Gerald Adams	30 1	0 0	30 1
	Jay Barfuss	15 0	0 0	15 0
	Jeremy Standifird	39 1	0 0	39 1
	Jessica Purcell	44 0	0 0	44 0
	John Donaldson	37 0	4 0	41 0
	Paul Petersen	71 2	0 0	71 2
	Randy Graham	37 1	0 0	37 1
	Richard Packer	15 0	0 0	15 0
	Robert Case	62 2	0 0	62 2
	Rod Montoya	54 1	0 0	54 1
	Ron LeBaron	82 2	0 0	82 2

Rural Central Incident Report May 2012
As of 6/14/2012

Rural Central Desktop Support

		Low	Medium	MR Total
Rural Central Desktop Support	Todd Hardy	30 0	0 0	30 0
	Troy Morris	25 0	2 0	27 0
	Assigned to Individual Total	541 10	6 0	547 10
Assigned Group Total		541 10	6 0	547 10

Rural Central Incident Report May 2012
As of **6/14/2012**

Rural Central Desktop Support

Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and
Critical within 2 clock hours.
Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

| | | Top Number - Total Incidents | | |
| | | Bottom Number - Average time in hours | | |
Assigned Group	**Assigned to Individual**	**Low**	**Medium**	**ATTR Total**
Rural Central Desktop Support	Gerald Adams	30 2.48	0 0.00	30 2.48
	Jay Barfuss	15 0.03	0 0.00	15 0.03
	Jeremy Standifird	39 2.20	0 0.00	39 2.20
	Jessica Purcell	44 0.14	0 0.00	44 0.14
	John Donaldson	37 0.28	4 0.46	41 0.29
	Paul Petersen	71 1.55	0 0.00	71 1.55
	Randy Graham	37 0.29	0 0.00	37 0.29
	Richard Packer	15 1.40	0 0.00	15 1.40
	Robert Case	62 1.17	0 0.00	62 1.17
	Rod Montoya	54 0.32	0 0.00	54 0.32

Rural Central Incident Report May 2012
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Rural Central Desktop Support

		Low	Medium	ATTR Total
Rural Central Desktop Support	Ron LeBaron	82 0.54	0 0.00	82 0.54
	Todd Hardy	30 2.59	0 0.00	30 2.59
	Troy Morris	25 0.63	2 0.85	27 0.65
	Assigned to Individual Total	541 1.03	6 0.66	547 1.03
Assigned Group Total		541 1.03	6 0.66	547 1.03

Rural Central Desktop Support

Detail

INC000000491414	Peggy Killian	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jessica Purcell	None	Workforce Services	Low	Closed	TTR Missed: No	
INC000000494340	Sharon T Hansen	Application	Error	None		TIR Missed: No	0.15
	Rural Central Desktop Support	John Donaldson	Human Services	Low	Closed	TTR Missed: No	0.79
INC000000498210	Leyla Escobar	Remote Connectivity	Performance	Cisco AnyConnect VPN Client	TIR Missed: No	0.47
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	0.47
INC000000499530	Peggy Groberg	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Ron LeBaron	Attorney General	Low	Closed	TTR Missed: No	
INC000000500904	Leyla Escobar	Application	Password	Utah Electronic Resource and E	TIR Missed: Yes	1.12
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	1.12
INC000000502692	Leyla Escobar	Remote Connectivity	Performance	Cisco AnyConnect VPN Client	TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000503401	Richard Clarke	Application	Error	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Todd Hardy	Transportation	Low	Closed	TTR Missed: No	1.92
INC000000503406	Samuel Hendricksen	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Todd Hardy	Workforce Services	Low	Closed	TTR Missed: No	5.64
INC000000503877	Peggy Killian	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jessica Purcell	Workforce Services	Low	Closed	TTR Missed: No	
INC000000504507	Vickie Long	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Ron LeBaron	Human Services	Low	Closed	TTR Missed: No	0.04
INC000000504741	Sandra Reyes	PC/Laptop	Hardware	None		TIR Missed: No	0.03
	Rural Central Desktop Support	John Donaldson	Human Services	Low	Closed	TTR Missed: No	1.16
INC000000505207	Joyce Hasting	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.32
	Rural Central Desktop Support	Paul Petersen	Health	Low	Closed	TTR Missed: No	3.44
INC000000505413	Mark Forbes	None	None	State Payroll Time Entry System	TIR Missed: No	0.65
	Rural Central Desktop Support	John Donaldson	Human Services	Low	Closed	TTR Missed: No	0.65
INC000000505447	Chris Quatrale	Remote Connectivity	Performance	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Todd Hardy	Natural Resources	Low	Closed	TTR Missed: No	1.02
INC000000506768	Dan Chatterton	Application	Password	PGP		TIR Missed: No	0.49
	Rural Central Desktop Support	Troy Morris	Human Services	Low	Closed	TTR Missed: No	0.96
INC000000506814	Gerald Adams	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Ron LeBaron	Technology Services	Low	Closed	TTR Missed: No	0.03

Rural Central Desktop Support

Incident	Name	Type	Category	Item	TIR Missed	Value
INC000000506878	Brady Olsen	None	None	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Jessica Purcell	Workforce Services	Low	Closed	TTR Missed: No	
INC000000506880	Robert Gilbert	None	None	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Jessica Purcell	Workforce Services	Low	Closed	TTR Missed: No	
INC000000506884	Judianne Collins	None	None	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Jessica Purcell	Workforce Services	Low	Closed	TTR Missed: No	
INC000000507221	Lauri Valerio	PC/Laptop	Performance	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Paul Petersen	Health	Low	Closed	TTR Missed: No	0.02
INC000000507224	Helen Hadad	PC/Laptop	Performance	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000507252	Rich Christianson	PC/Laptop	None	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Rural Central Desktop Support	Gerald Adams	Public Safety	Low	Closed	TTR Missed: No	2.06
INC000000507253	Janet Miller	PC/Laptop	Error	Utah Highway Patrol Mobile App	TIR Missed: No	0.00
	Rural Central Desktop Support	Gerald Adams	Public Safety	Low	Closed	TTR Missed: No	2.06
INC000000507358	Justin Robb	None	None	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Jessica Purcell	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000507425	Kellie Oaks	PC/Laptop	Password	Utah Highway Patrol Mobile App	TIR Missed: No	0.00
	Rural Central Desktop Support	Gerald Adams	Public Safety	Low	Closed	TTR Missed: No	1.38
INC000000507449	Randi Bell	None	None	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Jessica Purcell	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000507469	Rebecca Pittman	None	None	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Jessica Purcell	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000507574	Martin Roundy	None	None	WordPerfect Office 2002	TIR Missed: No	0.00
	Rural Central Desktop Support	Jeremy Standifird	Human Services	Low	Closed	TTR Missed: No	5.23
INC000000507638	Ron Wicks	PC/Laptop	Hardware	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Richard Packer	Transportation	Low	Closed	TTR Missed: No	1.11
INC000000507657	Karen Yoast	Application	Password	Cisco AnyConnect VPN Client	TIR Missed: No	0.00
	Rural Central Desktop Support	Richard Packer	Transportation	Low	Closed	TTR Missed: No	
INC000000507658	Callie Gallacher	PC/Laptop	Error	None	TIR Missed: No	0.54
	Rural Central Desktop Support	Ron LeBaron	Human Services	Low	Closed	TTR Missed: No	1.18
INC000000507683	Joshua Quarnberg	PC/Laptop	Error	None	TIR Missed: Yes	6.07
	Rural Central Desktop Support	Ron LeBaron	Tax Commission	Low	Closed	TTR Missed: Yes	6.99
INC000000507690	Chante Hammond	None	None	None	TIR Missed: Yes	6.01
	Rural Central Desktop Support	Ron LeBaron	Tax Commission	Low	Closed	TTR Missed: Yes	6.01

Rural Central Desktop Support

INC000000507749	Geoffrey Dupaix	Application	Error	Novell GroupWise	TIR Missed:	No	0.00
	Rural Central Desktop Support	Richard Packer	Transportation	Low	Closed	TTR Missed: No	2.49
INC000000507824	Ralph Laub	None	None	None	TIR Missed:	No	0.00
	Rural Central Desktop Support	Jessica Purcell	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000507911	Thomas McCloud	None	None	None	TIR Missed:	No	0.00
	Rural Central Desktop Support	Robert Case	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000507914	Richard Rawle	None	None	None	TIR Missed:	No	0.00
	Rural Central Desktop Support	Robert Case	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000507917	Mary Lou Warner	None	None	None	TIR Missed:	No	0.00
	Rural Central Desktop Support	Robert Case	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000507982	Richard Spencer	Application	Error	State Payroll Time Entry System	TIR Missed:	No	0.17
	Rural Central Desktop Support	Robert Case	Human Services	Low	Closed	TTR Missed: No	1.94
INC000000508068	Nena Woodmansee	Application	Error	Operations Management System	TIR Missed:	No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000508080	Barry Sawsak	PC/Laptop	Hardware	None	TIR Missed:	No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000508098	Arty Johnson	Application	Reporting	Novell GroupWise	TIR Missed:	No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000508107	Steve Bonner	Network	Error	Active Directory	TIR Missed:	No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000508249	Josette Harding	None	None	Gmail	TIR Missed:	No	0.22
	Rural Central Desktop Support	John Donaldson	Human Services	Low	Closed	TTR Missed: No	0.34
INC000000508253	Tonya Kieffer	Application	Error	Microsoft Office Professional 20	TIR Missed:	No	0.00
	Rural Central Desktop Support	Rod Montoya	Natural Resources	Low	Closed	TTR Missed: No	0.16
INC000000508262	Nikki Cox	PC/Laptop	Hardware	None	TIR Missed:	No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	0.13
INC000000508372	Josette Harding	Application	Reporting	Gmail	TIR Missed:	Yes	3.56
	Rural Central Desktop Support	John Donaldson	Human Services	Low	Closed	TTR Missed: No	3.57
INC000000508390	Jennifer Tanner	PC/Laptop	Password	PGP	TIR Missed:	Yes	2.04
	Rural Central Desktop Support	Paul Petersen	Human Services	Low	Closed	TTR Missed: No	2.04
INC000000508431	Jane Jakeman	Print/Copy/Scan/Fax	Paper Jam	None	TIR Missed:	Yes	3.65
	Rural Central Desktop Support	Robert Case	Human Services	Low	Closed	TTR Missed: No	3.65
INC000000508438	Saovale Stevenson	PC/Laptop	Performance	None	TIR Missed:	Yes	3.62
	Rural Central Desktop Support	Robert Case	Human Services	Low	Closed	TTR Missed: No	3.62

| Rural Central Desktop Support | | | | | | | |

INC000000508592	Brian Smith	Application	Error	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	0.06
INC000000508594	Natalie Young	Application	Error	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	0.04
INC000000508635	Josette Harding	Application	Error	Internet Explorer		TIR Missed: No	0.76
	Rural Central Desktop Support	John Donaldson	Human Services	Low	Closed	TTR Missed: No	0.78
INC000000508750	Michael Rasmussen	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Ron LeBaron	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000508752	Robert Martinez	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Ron LeBaron	Administrative Services	Low	Closed	TTR Missed: No	0.00
INC000000508760	Susan Nance	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Robert Case	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000508768	Patty Fazzio	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Robert Case	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000508785	Alison Warner	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Ron LeBaron	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000508850	Vickie Long	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Paul Petersen	Human Services	Low	Closed	TTR Missed: No	2.07
INC000000508852	Kristy Barton	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Paul Petersen	Human Services	Low	Closed	TTR Missed: No	2.06
INC000000508879	Navina Forsythe	None	None	None		TIR Missed: Yes	2.00
	Rural Central Desktop Support	Jessica Purcell	Human Services	Low	Closed	TTR Missed: No	2.00
INC000000508894	Josie Angerhofer	None	None	None		TIR Missed: No	0.51
	Rural Central Desktop Support	Robert Case	Human Services	Low	Closed	TTR Missed: No	0.51
INC000000508900	Navina Forsythe	None	None	None		TIR Missed: No	0.61
	Rural Central Desktop Support	Jeremy Standifird	Human Services	Low	Closed	TTR Missed: No	3.22
INC000000508902	Navina Forsythe	None	None	None		TIR Missed: Yes	1.54
	Rural Central Desktop Support	Paul Petersen	Human Services	Low	Closed	TTR Missed: No	1.56
INC000000508909	Navina Forsythe	None	None	None		TIR Missed: Yes	1.69
	Rural Central Desktop Support	Todd Hardy	Human Services	Low	Closed	TTR Missed: No	1.69
INC000000508913	Navina Forsythe	None	None	None		TIR Missed: No	0.36
	Rural Central Desktop Support	Troy Morris	Human Services	Low	Closed	TTR Missed: No	0.66
INC000000508974	Bart Grant	Network	Virus	None		TIR Missed: No	0.11
	Rural Central Desktop Support	Jeremy Standifird	Technology Services	Low	Closed	TTR Missed: No	3.29

Rural Central Desktop Support

INC000000508974	Bart Grant	Network	Virus	None		TIR Missed: No	0.73
	Rural Central Desktop Support	Jeremy Standifird	Technology Services	Low	Closed	TTR Missed: No	3.29
INC000000508978	Amy Hall	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Ron LeBaron	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000509000	James E Wright	PC/Laptop	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Gerald Adams	Public Safety	Low	Closed	TTR Missed: No	0.35
INC000000509006	Don Campbell	None	None	Adobe Reader		TIR Missed: No	0.00
	Rural Central Desktop Support	Troy Morris	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000509011	Lynda Seckletstewa	PC/Laptop	Error	Microsoft Windows 7		TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000509021	Jennifer Jamalkowski	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural Central Desktop Support	John Donaldson	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000509022	Venice Hampton	Application	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Rural Central Desktop Support	John Donaldson	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000509024	Charles Goodman	Application	Password	None		TIR Missed: No	0.00
	Rural Central Desktop Support	John Donaldson	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000509027	Tom Becker	Application	Error	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Natural Resources	Low	Closed	TTR Missed: No	0.00
INC000000509031	Pat Lowe	Application	Error	Novell GroupWise		TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000509034	Darren Vincent	Network	Incident	Active Directory		TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000509037	Wade Ramsay	Network	Incident	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000509098	Steve Jonatan Rosales	Application	Error	ZENworks for Desktops		TIR Missed: No	0.00
	Rural Central Desktop Support	John Donaldson	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000509119	Frank Whitney	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural Central Desktop Support	John Donaldson	Non-state	Low	Closed	TTR Missed: No	0.00
INC000000509134	Shane Barr	Application	Error	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Todd Hardy	Transportation	Low	Closed	TTR Missed: No	5.90
INC000000509136	Peggy Thacker	Application	Error	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Todd Hardy	Human Services	Low	Closed	TTR Missed: No	5.90
INC000000509140	Kandi Kutkas	Application	Error	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Todd Hardy	Workforce Services	Low	Closed	TTR Missed: No	5.88

Rural Central Desktop Support

INC000000509179	Michelle Bristol	Print/Copy/Scan/Fax	Error Code	Microsoft Windows XP Professic	TIR Missed: No	0.00
	Rural Central Desktop Support	Jay Barfuss	Workforce Services	Low	Closed	TTR Missed: No	0.00

INC000000509184	Arek Butler	PC/Laptop	Error	Microsoft Windows 7	TIR Missed: No	0.00
	Rural Central Desktop Support	Jay Barfuss	Attorney General	Low	Closed	TTR Missed: No	0.00

| INC000000509194 | Dorothy Greene | Application | Error | Receipt System | TIR Missed: No | 0.00 |
| | Rural Central Desktop Support | Jay Barfuss | Human Services | Low | Closed | TTR Missed: No | 0.00 |

| INC000000509201 | Jason Tolbert | Network | Password | IManager | TIR Missed: No | 0.00 |
| | Rural Central Desktop Support | Jay Barfuss | Workforce Services | Low | Closed | TTR Missed: No | 0.00 |

| INC000000509250 | Denise Goettsche | None | None | None | TIR Missed: No | 0.21 |
| | Rural Central Desktop Support | Robert Case | Human Services | Low | Closed | TTR Missed: Yes | 6.04 |

| INC000000509343 | Jennifer Tanner | Application | None | SAFE | TIR Missed: No | 0.00 |
| | Rural Central Desktop Support | Paul Petersen | Human Services | Low | Closed | TTR Missed: No | 2.36 |

| INC000000509364 | Simone Ongoongotau | Application | Error | Utah Electronic Resource and E | TIR Missed: No | 0.12 |
| | Rural Central Desktop Support | Rod Montoya | Workforce Services | Low | Closed | TTR Missed: No | 1.24 |

| INC000000509528 | Dave Boel | PC/Laptop | Hardware | None | TIR Missed: No | 0.91 |
| | Rural Central Desktop Support | Robert Case | Human Services | Low | Closed | TTR Missed: No | 0.91 |

| INC000000509653 | Craig DeRose | Application | Error | Adobe Acrobat | TIR Missed: No | 0.00 |
| | Rural Central Desktop Support | Richard Packer | Transportation | Low | Closed | TTR Missed: No | 0.79 |

| INC000000509671 | Terry Jacobson | PC/Laptop | Error | Microsoft Windows XP Professic | TIR Missed: No | 0.00 |
| | Rural Central Desktop Support | Randy Graham | Transportation | Low | Closed | TTR Missed: No | 0.00 |

| INC000000509680 | Bill Townsend | Network | Incident | Active Directory | TIR Missed: No | 0.00 |
| | Rural Central Desktop Support | Randy Graham | Transportation | Low | Closed | TTR Missed: No | 0.00 |

| INC000000509777 | John Guymon Guymon | Network | Error | Novell eDirectory | TIR Missed: No | 0.00 |
| | Rural Central Desktop Support | Randy Graham | Transportation | Low | Closed | TTR Missed: No | 0.00 |

| INC000000509787 | Darren Vincent | Network | Password | Novell eDirectory | TIR Missed: No | 0.00 |
| | Rural Central Desktop Support | Randy Graham | Transportation | Low | Closed | TTR Missed: No | 0.00 |

| INC000000509793 | Michelle Viertel | Application | Error | Novell Client for 32-bit Windows | TIR Missed: No | 0.00 |
| | Rural Central Desktop Support | Rod Montoya | Workforce Services | Low | Closed | TTR Missed: No | 0.06 |

| INC000000509797 | Brian Smith | PC/Laptop | Hardware | None | TIR Missed: No | 0.00 |
| | Rural Central Desktop Support | Rod Montoya | Workforce Services | Low | Closed | TTR Missed: No | 0.06 |

| INC000000509800 | Leyla Escobar | Application | Error | Utah Electronic Resource and E | TIR Missed: No | 0.00 |
| | Rural Central Desktop Support | Rod Montoya | Workforce Services | Low | Closed | TTR Missed: No | 0.04 |

| INC000000509801 | Lester John | Application | Error | None | TIR Missed: No | 0.00 |
| | Rural Central Desktop Support | Randy Graham | Transportation | Low | Closed | TTR Missed: No | 0.00 |

Rural Central Desktop Support

ID	Name	Category	Type	Item			TIR Missed	TTR Missed	Value
INC000000509814	Benjamin Maughan	Network	Error	Active Directory			TIR Missed: No		0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed			TTR Missed: No	0.00
INC000000509822	Susan Nance	None	None	None			TIR Missed: No		0.00
	Rural Central Desktop Support	Robert Case	Human Services	Low	Closed			TTR Missed: No	0.00
INC000000509832	Leslie Cassidy	Application	Reporting	Gmail			TIR Missed: No		0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed			TTR Missed: No	0.00
INC000000509834	Jolene Davis	None	None	None			TIR Missed: No		0.23
	Rural Central Desktop Support	John Donaldson	Human Resource Management	Low	Closed			TTR Missed: No	0.23
INC000000509866	Brady Olsen	None	None	None			TIR Missed: No		0.00
	Rural Central Desktop Support	Jessica Purcell	Workforce Services	Low	Closed			TTR Missed: No	0.00
INC000000509876	Venice Hampton	Application	Password	Novell eDirectory			TIR Missed: No		0.00
	Rural Central Desktop Support	John Donaldson	Human Services	Low	Closed			TTR Missed: No	0.00
INC000000509920	Shauna Lighthill	Application	Password	Echart			TIR Missed: No		0.00
	Rural Central Desktop Support	John Donaldson	Human Services	Low	Closed			TTR Missed: No	0.00
INC000000509941	Evelyn Cloward	None	None	Gmail			TIR Missed: No		0.00
	Rural Central Desktop Support	Jeremy Standifird	Human Services	Low	Closed			TTR Missed: No	0.00
INC000000510011	Kristen Kinikini	Application	Error	Microsoft Windows XP Professi			TIR Missed: No		0.02
	Rural Central Desktop Support	Rod Montoya	Human Services	Low	Closed			TTR Missed: No	0.02
INC000000510125	Ryan Rasmussen	Application	Error	Utah Cares			TIR Missed: No		0.00
	Rural Central Desktop Support	Jay Barfuss	Human Services	Low	Closed			TTR Missed: No	0.19
INC000000510362	Jon Brewer	PC/Laptop	Hardware	None			TIR Missed: No		0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed			TTR Missed: No	0.14
INC000000510363	Daniel Felts	Application	Error	Internet Explorer			TIR Missed: No		0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed			TTR Missed: No	0.11
INC000000510364	Joe Edman	PC/Laptop	Hardware	None			TIR Missed: No		0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed			TTR Missed: No	0.11
INC000000510365	KC Whittaker	Application	None	Internet Explorer			TIR Missed: No		0.21
	Rural Central Desktop Support	Robert Case	Human Services	Low	Closed			TTR Missed: No	4.22
INC000000510377	Brad Weber	PC/Laptop	Performance	None			TIR Missed: No		0.31
	Rural Central Desktop Support	Jay Barfuss	Natural Resources	Low	Closed			TTR Missed: No	0.31
INC000000510422	Scott Root	PC/Laptop	Hardware	None			TIR Missed: No		0.00
	Rural Central Desktop Support	Rod Montoya	Natural Resources	Low	Closed			TTR Missed: No	0.03
INC000000510441	Rafawn Rogers	Application	Error	Novell GroupWise			TIR Missed: No		0.49
	Rural Central Desktop Support	Troy Morris	Human Services	Low	Closed			TTR Missed: No	0.53

Rural Central Desktop Support							

INC000000510457	Desree Swank	PC/Laptop	Error	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jay Barfuss	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000510544	Marshall Hunsaker	Network	Virus	None		TIR Missed: No	0.20
	Rural Central Desktop Support	Richard Packer	Technology Services	Low	Closed	TTR Missed: No	4.30
INC000000510560	Rosemary Mories	PC/Laptop	Error	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Troy Morris	Human Services	Low	Closed	TTR Missed: No	5.62
INC000000510590	Dawn Larsen	Application	Error	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Todd Hardy	Natural Resources	Low	Closed	TTR Missed: No	0.00
INC000000510591	Ted Hallows	PC/Laptop	Virus	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Todd Hardy	Natural Resources	Low	Closed	TTR Missed: No	0.00
INC000000510655	Jeannine Strasburg	Application	Password	ZENworks for Desktops		TIR Missed: No	0.04
	Rural Central Desktop Support	Ron LeBaron	Human Services	Low	Closed	TTR Missed: No	0.04
INC000000510765	Jonathan Frank	Application	Error	None		TIR Missed: No	0.38
	Rural Central Desktop Support	Robert Case	Human Services	Low	Closed	TTR Missed: No	0.38
INC000000510780	Janet Cole	None	None	None		TIR Missed: No	0.18
	Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Closed	TTR Missed: No	2.73
INC000000510809	Frances Barben	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Paul Petersen	Health	Low	Closed	TTR Missed: No	0.21
INC000000510821	Nancy Stucki	PC/Laptop	Performance	None		TIR Missed: No	0.69
	Rural Central Desktop Support	Ron LeBaron	Human Services	Low	Closed	TTR Missed: No	0.69
INC000000510828	Scott Roudabush	Network	Incident	None		TIR Missed: No	0.00
	Rural Central Desktop Support	John Donaldson	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000510838	Paul Petersen	Server	Performance	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Paul Petersen	Technology Services	Low	Closed	TTR Missed: No	2.20
INC000000510840	Ryan Rankin	Network	Virus	None		TIR Missed: No	0.69
	Rural Central Desktop Support	Richard Packer	Transportation	Low	Closed	TTR Missed: No	1.89
INC000000510843	Priya Noronha Ellwood	PC/Laptop	Performance	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Paul Petersen	Human Services	Low	Closed	TTR Missed: No	4.32
INC000000510935	Malinda Allred	PC/Laptop	Hardware	None		TIR Missed: No	0.72
	Rural Central Desktop Support	Robert Case	Human Services	Low	Closed	TTR Missed: No	0.72
INC000000510966	Carlos Sylvanstoke	PC/Laptop	Error	None		TIR Missed: No	0.43
	Rural Central Desktop Support	Robert Case	Human Services	Low	Closed	TTR Missed: No	0.43
INC000000511061	Andrew W Beckman	Application	None	Offender Tracking		TIR Missed: No	0.00
	Rural Central Desktop Support	Paul Petersen	Corrections	Low	Closed	TTR Missed: No	1.58

Rural Central Desktop Support						

INC000000511062	Helen Hadad	PC/Laptop	Hardware	None		TIR Missed: No	0.25
	Rural Central Desktop Support	Ron LeBaron	Workforce Services	Low	Closed	TTR Missed: No	0.87
INC000000511063	Jackie Pino	PC/Laptop	Performance	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Paul Petersen	Corrections	Low	Closed	TTR Missed: No	1.54
INC000000511106	Nancy Stucki	PC/Laptop	Performance	None		TIR Missed: No	0.23
	Rural Central Desktop Support	Ron LeBaron	Human Services	Low	Closed	TTR Missed: No	0.23
INC000000511109	Nancy Stucki	Application	None	Adobe Acrobat		TIR Missed: No	0.21
	Rural Central Desktop Support	Ron LeBaron	Human Services	Low	Closed	TTR Missed: No	0.21
INC000000511130	Mavanie Vein	None	None	None		TIR Missed: No	0.42
	Rural Central Desktop Support	Robert Case	Human Services	Low	Closed	TTR Missed: No	0.50
INC000000511140	Dennis Brooks	None	None	Mozilla Firefox		TIR Missed: No	0.00
	Rural Central Desktop Support	Jeremy Standifird	Human Services	Low	Closed	TTR Missed: No	0.54
INC000000511141	Samantha Schoppe	None	None	Adobe Reader		TIR Missed: No	0.00
	Rural Central Desktop Support	Jeremy Standifird	Natural Resources	Low	Closed	TTR Missed: No	0.70
INC000000511169	Diana Apperson	None	None	Utah Electronic Resource and E		TIR Missed: No	0.00
	Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low	Closed	TTR Missed: No	1.92
INC000000511177	Terry L Banks	None	None	Utah Electronic Resource and E		TIR Missed: No	0.00
	Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low	Closed	TTR Missed: No	2.90
INC000000511198	Nora Olson	None	None	Novell GroupWise		TIR Missed: No	0.00
	Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low	Closed	TTR Missed: No	0.13
INC000000511212	Joy Overby	Print/Copy/Scan/Fax	Incident	None		TIR Missed: Yes	1.80
	Rural Central Desktop Support	Robert Case	Human Services	Low	Closed	TTR Missed: No	1.80
INC000000511310	Trish Jensen	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Ron LeBaron	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000511343	Patrice West	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low	Closed	TTR Missed: No	1.06
INC000000511353	Tim Olson	Application	Error	Novell GroupWise		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	0.08
INC000000511357	Joe Edman	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	0.05
INC000000511361	Jeremy Barton	Application	Reporting	Microsoft Windows XP Professic		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	0.03
INC000000511406	Brandi Duke	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jessica Purcell	Human Services	Low	Closed	TTR Missed: No	0.00

Rural Central Desktop Support

INC000000511415	Amelia Brewster	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jessica Purcell	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000511444	Beverly Hart	Application	None	SAFE		TIR Missed: No	0.12
	Rural Central Desktop Support	Jeremy Standifird	Human Services	Low	Closed	TTR Missed: No	1.30
INC000000511500	Cynthia Akins	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jessica Purcell	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000511503	Cynthia Akins	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jessica Purcell	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000511581	Geri Evans	Application	Reporting	ZENworks for Desktops		TIR Missed: No	0.00
	Rural Central Desktop Support	Paul Petersen	Human Services	Low	Closed	TTR Missed: No	0.56
INC000000511636	Kandi Kutkas	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Todd Hardy	Workforce Services	Low	Closed	TTR Missed: No	2.65
INC000000511639	Matt Miller	PC/Laptop	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Gerald Adams	Public Safety	Low	Closed	TTR Missed: No	2.12
INC000000511665	Guy Thompson	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural Central Desktop Support	John Donaldson	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000511669	Cole W Christensen	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jessica Purcell	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000511673	Josette Harding	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	John Donaldson	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000511678	Josette Harding	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Rural Central Desktop Support	John Donaldson	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000511682	Lyra Woods	Application	None	PGP		TIR Missed: Yes	1.13
	Rural Central Desktop Support	Jessica Purcell	Human Services	Low	Closed	TTR Missed: No	1.13
INC000000511705	Marci Day	PC/Laptop	Performance	None		TIR Missed: No	0.38
	Rural Central Desktop Support	Paul Petersen	Human Services	Low	Closed	TTR Missed: No	5.74
INC000000511739	Brent Keller	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Paul Petersen	Corrections	Low	Closed	TTR Missed: No	2.34
INC000000511744	Stephanie Harding	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jessica Purcell	Workforce Services	Low	Closed	TTR Missed: No	
INC000000511806	Jessica Cook	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Ron LeBaron	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000511849	David L Jean II	PC/Laptop	Password	Utah Highway Patrol Mobile App		TIR Missed: No	0.00
	Rural Central Desktop Support	Gerald Adams	Transportation	Low	Closed	TTR Missed: No	0.37

Rural Central Desktop Support

INC000000511878	Helen Hadad	Application	None	ZENworks for Desktops	TIR Missed: No	0.00
	Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Closed	TTR Missed: No	0.83

| INC000000511905 | Matt Miller | PC/Laptop | None | None | TIR Missed: No | 0.00 |
| | Rural Central Desktop Support | Gerald Adams | Public Safety | Low | Closed | TTR Missed: No | 5.63 |

| INC000000511924 | Jenifer Valdez | None | None | None | TIR Missed: Yes | 3.36 |
| | Rural Central Desktop Support | Robert Case | Human Services | Low | Closed | TTR Missed: No | 3.36 |

| INC000000511943 | Natalie Harmon | Application | Error | None | TIR Missed: No | 0.00 |
| | Rural Central Desktop Support | Todd Hardy | Natural Resources | Low | Closed | TTR Missed: No | 1.01 |

| INC000000511956 | Duane Reed | None | None | None | TIR Missed: No | 0.00 |
| | Rural Central Desktop Support | Ron LeBaron | Corrections | Low | Closed | TTR Missed: No | 0.00 |

| INC000000512027 | Janalee Burdette | None | None | SAFE | TIR Missed: No | 0.00 |
| | Rural Central Desktop Support | Troy Morris | Human Services | Low | Closed | TTR Missed: No | 0.00 |

| INC000000512030 | Angela Hendricks | None | None | None | TIR Missed: No | 0.00 |
| | Rural Central Desktop Support | Ron LeBaron | Commerce | Low | Closed | TTR Missed: No | 0.00 |

| INC000000512219 | Rita Brooks | PC/Laptop | Error | Novell Client for 32-bit Windows | TIR Missed: No | 0.66 |
| | Rural Central Desktop Support | Robert Case | Human Services | Low | Closed | TTR Missed: No | 0.66 |

| INC000000512283 | Kathy Bruner | None | None | None | TIR Missed: No | 0.00 |
| | Rural Central Desktop Support | Robert Case | Human Services | Low | Closed | TTR Missed: No | 0.00 |

| INC000000512284 | John S Larsen | None | None | None | TIR Missed: No | 0.00 |
| | Rural Central Desktop Support | Robert Case | Human Services | Low | Closed | TTR Missed: No | 0.00 |

| INC000000512288 | Michael Benedict | None | None | None | TIR Missed: No | 0.00 |
| | Rural Central Desktop Support | Robert Case | Human Services | Low | Closed | TTR Missed: No | 0.00 |

| INC000000512362 | Cole W Christensen | None | None | None | TIR Missed: No | 0.00 |
| | Rural Central Desktop Support | Jessica Purcell | Human Services | Low | Closed | TTR Missed: No | 0.00 |

| INC000000512417 | Andrea Dinsdale | Network | Error | Novell Client for 32-bit Windows | TIR Missed: No | 0.46 |
| | Rural Central Desktop Support | Robert Case | Human Services | Low | Closed | TTR Missed: No | 0.46 |

| INC000000512428 | Samantha Schoppe | PC/Laptop | Error | Novell Client for 32-bit Windows | TIR Missed: No | 0.00 |
| | Rural Central Desktop Support | Gerald Adams | Natural Resources | Low | Closed | TTR Missed: No | 0.55 |

| INC000000512465 | Martin Roundy | None | None | SAFE | TIR Missed: No | 0.27 |
| | Rural Central Desktop Support | Jeremy Standifird | Human Services | Low | Closed | TTR Missed: No | 4.33 |

| INC000000512466 | Charlyn Child | None | None | None | TIR Missed: No | 0.00 |
| | Rural Central Desktop Support | Robert Case | Human Services | Low | Closed | TTR Missed: No | 0.00 |

| INC000000512485 | Linda Baggs | None | None | None | TIR Missed: No | 0.00 |
| | Rural Central Desktop Support | Jessica Purcell | Human Services | Low | Closed | TTR Missed: No | 0.00 |

Rural Central Desktop Support

INC	Name	Category	Type	Detail	TIR/TTR Missed	Priority	Status		Value
INC000000512509	Frank Whitney	Network	Incident	None	TIR Missed: No				0.00
	Rural Central Desktop Support	John Donaldson	Non-state		TTR Missed: No	Low	Closed		0.00
INC000000512510	Katrina Barney	Application	Reporting	Microsoft Windows XP Professic	TIR Missed: No				0.00
	Rural Central Desktop Support	John Donaldson	Human Services		TTR Missed: No	Low	Closed		0.00
INC000000512512	Beryl Young	Application	Error	Employee Gateway	TIR Missed: No				0.00
	Rural Central Desktop Support	Todd Hardy	Natural Resources		TTR Missed: No	Low	Closed		1.59
INC000000512580	Doyle Bender	Application	Error	Smart Shield	TIR Missed: No				0.00
	Rural Central Desktop Support	Jeremy Standifird	Workforce Services		TTR Missed: No	Low	Closed		1.02
INC000000512614	Richard Spencer	Application	Error	None	TIR Missed: No				0.09
	Rural Central Desktop Support	Robert Case	Human Services		TTR Missed: No	Low	Closed		1.20
INC000000512729	Todd Jorgensen	PC/Laptop	Performance	None	TIR Missed: No				0.00
	Rural Central Desktop Support	Jeremy Standifird	Workforce Services		TTR Missed: No	Low	Closed		1.52
INC000000512763	Toni C Ansel	None	None	None	TIR Missed: No				0.00
	Rural Central Desktop Support	Jessica Purcell	Workforce Services		TTR Missed: No	Low	Closed		0.00
INC000000512766	Brady Olsen	None	None	None	TIR Missed: No				0.00
	Rural Central Desktop Support	Jessica Purcell	Workforce Services		TTR Missed: No	Low	Closed		0.00
INC000000512769	Judianne Collins	None	None	None	TIR Missed: No				0.00
	Rural Central Desktop Support	Jessica Purcell	Workforce Services		TTR Missed: No	Low	Closed		0.00
INC000000512834	Amy Sivertsen	Application	Error	None	TIR Missed: No				0.00
	Rural Central Desktop Support	Todd Hardy	Human Services		TTR Missed: No	Low	Closed		5.82
INC000000512870	David Rumfield	PC/Laptop	None	None	TIR Missed: No				0.00
	Rural Central Desktop Support	Gerald Adams	Public Safety		TTR Missed: No	Low	Closed		1.64
INC000000512884	Casey Christopherson	PC/Laptop	None	None	TIR Missed: No				0.53
	Rural Central Desktop Support	Paul Petersen	Human Services		TTR Missed: No	Low	Closed		0.53
INC000000512933	Sandy Baxter	Print/Copy/Scan/Fax	None	None	TIR Missed: No				0.28
	Rural Central Desktop Support	John Donaldson	Human Services		TTR Missed: No	Low	Closed		0.29
INC000000512976	Adam Dayhoff	Network	Error	None	TIR Missed: No				0.00
	Rural Central Desktop Support	Richard Packer	Transportation		TTR Missed: No	Low	Closed		0.40
INC000000513028	Kody Floyd	Application	None	ZENworks for Desktops	TIR Missed: No				0.00
	Rural Central Desktop Support	Paul Petersen	Corrections		TTR Missed: No	Low	Closed		2.13
INC000000513030	Karin A Armstrong	Application	Error	ZENworks for Desktops	TIR Missed: No				0.00
	Rural Central Desktop Support	Jeremy Standifird	Human Services		TTR Missed: No	Low	Closed		4.94
INC000000513034	Jessica Cook	None	None	None	TIR Missed: No				0.00
	Rural Central Desktop Support	Paul Petersen	Corrections		TTR Missed: No	Low	Closed		3.95

Rural Central Desktop Support

INC000000513035	Jeanne McNeil	None	None	None		TIR Missed:	No	0.00
	Rural Central Desktop Support	Paul Petersen	Human Services	Low	Closed	TTR Missed:	No	1.95
INC000000513088	Rusty Hendrickson	None	None	None		TIR Missed:	Yes	3.10
	Rural Central Desktop Support	Ron LeBaron	Human Services	Low	Closed	TTR Missed:	No	3.10
INC000000513176	Marshall Hunsaker	Network	Virus	None		TIR Missed:	No	0.16
	Rural Central Desktop Support	Robert Case	Technology Services	Low	Closed	TTR Missed:	No	0.49
INC000000513185	Malinda Allred	Print/Copy/Scan/Fax	Error Code	None		TIR Missed:	No	0.14
	Rural Central Desktop Support	Robert Case	Human Services	Low	Closed	TTR Missed:	No	1.64
INC000000513224	Deann Cardon	None	None	None		TIR Missed:	No	0.00
	Rural Central Desktop Support	Troy Morris	Workforce Services	Low	Closed	TTR Missed:	No	0.00
INC000000513234	Michelle Viertel	Application	Reporting	Microsoft Office		TIR Missed:	No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed:	No	0.17
INC000000513238	Chris Peterson	Application	Error	Novell ConsoleOne		TIR Missed:	No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed:	No	0.14
INC000000513241	Scott Root	PC/Laptop	Hardware	None		TIR Missed:	No	0.00
	Rural Central Desktop Support	Rod Montoya	Natural Resources	Low	Closed	TTR Missed:	No	0.12
INC000000513243	Jenny Zickgraf	Application	Reporting	Microsoft Windows XP Professic	TIR Missed:	No	0.00
	Rural Central Desktop Support	Rod Montoya	Natural Resources	Low	Closed	TTR Missed:	No	0.08
INC000000513247	Ryan Peterson	Application	Error	Microsoft Windows XP Professic	TIR Missed:	No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed:	No	0.04
INC000000513410	Sariah Hunt	Print/Copy/Scan/Fax	Error Code	None		TIR Missed:	No	0.00
	Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low	Closed	TTR Missed:	No	0.56
INC000000513439	Alicia Norris	PC/Laptop	Hardware	None		TIR Missed:	No	0.00
	Rural Central Desktop Support	Troy Morris	Human Services	Low	Closed	TTR Missed:	No	0.00
INC000000513451	Gregory Whittaker	Network	Performance	None		TIR Missed:	No	0.00
	Rural Central Desktop Support	Troy Morris	Workforce Services	Low	Closed	TTR Missed:	No	0.00
INC000000513489	Keith Frank	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
	Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Closed	TTR Missed:	No	0.31
INC000000513492	Deb Hiatt	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
	Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Closed	TTR Missed:	No	2.06
INC000000513493	Don Rosenbaum	Application	Password	ZENworks for Desktops		TIR Missed:	No	0.10
	Rural Central Desktop Support	Robert Case	Human Services	Low	Closed	TTR Missed:	No	0.83
INC000000513539	jill hill	None	None	None		TIR Missed:	No	0.00
	Rural Central Desktop Support	Robert Case	Human Services	Low	Closed	TTR Missed:	No	0.00

Rural Central Desktop Support

Incident	Customer	Category	Type	Product		TIR/TTR Missed	Value
INC000000513542	jill hill	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Robert Case	Human Services	Low	Closed	TTR Missed: Yes	6.50
INC000000513581	Danielle Owens	None	None	ZENworks for Desktops		TIR Missed: Yes	1.24
	Rural Central Desktop Support	John Donaldson	Human Services	Medium	Closed	TTR Missed: No	
INC000000513581	Danielle Owens	None	None	ZENworks for Desktops		TIR Missed: No	0.00
	Rural Central Desktop Support	John Donaldson	Human Services	Medium	Closed	TTR Missed: No	
INC000000513611	Alyssa Tenney	None	None	None		TIR Missed: No	0.92
	Rural Central Desktop Support	John Donaldson	Human Services	Medium	Closed	TTR Missed: No	0.92
INC000000513626	Nancy Gould	Application	Error	ZENworks for Desktops		TIR Missed: No	0.00
	Rural Central Desktop Support	Jeremy Standifird	Human Services	Low	Closed	TTR Missed: No	2.37
INC000000513634	Jackie Pino	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Ron LeBaron	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000513640	Jessica Cook	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Ron LeBaron	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000513644	Jessica Cook	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Ron LeBaron	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000513648	Angela Hendricks	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Ron LeBaron	Commerce	Low	Closed	TTR Missed: No	0.00
INC000000513742	Abel Macias	None	None	ZENworks for Desktops		TIR Missed: No	0.00
	Rural Central Desktop Support	Troy Morris	Workforce Services	Medium	Closed	TTR Missed: No	0.00
INC000000513747	Albert Phipps	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Ron LeBaron	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000513751	Penny Weiss	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Ron LeBaron	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000513765	Ernest Ramos	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Closed	TTR Missed: No	1.76
INC000000513834	Brady Olsen	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jessica Purcell	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000513845	Ervan Rhoades	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jessica Purcell	Transportation	Low	Closed	TTR Missed: No	
INC000000513848	Allen Penrod	Application	Error	Novell GroupWise		TIR Missed: No	0.00
	Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low	Closed	TTR Missed: No	0.35
INC000000513937	Nathan Robinson	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Todd Hardy	Natural Resources	Low	Closed	TTR Missed: No	0.05

Rural Central Desktop Support

INC000000513965	Nancy Staker	None	None	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Robert Case	Human Services	Low	Closed	TTR Missed: No	
INC000000514105	Sheryl St Clair	Application	Error	ZENworks for Desktops	TIR Missed: No	0.00
	Rural Central Desktop Support	Jeremy Standifird	Human Services	Low	Closed	TTR Missed: No	3.23
INC000000514164	Julie Elder	Application	None	Internet Explorer	TIR Missed: No	0.26
	Rural Central Desktop Support	Robert Case	Human Services	Low	Closed	TTR Missed: No	0.26
INC000000514348	Casey Christopherson	PC/Laptop	Performance	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Paul Petersen	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000514406	DC Warnock	Application	Reporting	Project Development Business $	TIR Missed: No	0.56
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed	TTR Missed: No	0.56
INC000000514547	Joe Edman	PC/Laptop	Hardware	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	0.06
INC000000514590	Sandra Reyes	None	None	None	TIR Missed: No	0.12
	Rural Central Desktop Support	John Donaldson	Human Services	Low	Closed	TTR Missed: No	0.16
INC000000514742	Shauna Lindblom	Application	Error	Utah Electronic Resource and E	TIR Missed: No	0.05
	Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low	Closed	TTR Missed: No	5.12
INC000000514815	Jocelyn Huish	Application	Error	State Payroll Time Entry System	TIR Missed: No	0.00
	Rural Central Desktop Support	Ron LeBaron	Workforce Services	Low	Closed	TTR Missed: No	5.72
INC000000514820	Ed Fasy	Application	None	Employee Gateway	TIR Missed: Yes	1.46
	Rural Central Desktop Support	Troy Morris	Human Services	Low	Closed	TTR Missed: No	1.51
INC000000514845	Dustin Townsend	Application	Error	Mozilla Firefox	TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	0.17
INC000000514855	Tim Olson	Application	Error	Internet Explorer	TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	0.05
INC000000514994	Kris Wisdom	None	None	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Robert Case	Human Services	Low	Closed	TTR Missed: No	
INC000000515031	Hillary Carlson	PC/Laptop	Hardware	None	TIR Missed: Yes	6.75
	Rural Central Desktop Support	Rod Montoya	Public Safety	Low	Closed	TTR Missed: Yes	6.75
INC000000515109	Jason Kemble	Application	Error	PGP	TIR Missed: Yes	1.03
	Rural Central Desktop Support	John Donaldson	Human Services	Low	Closed	TTR Missed: No	2.43
INC000000515241	Ronald Tollefson	Application	Error	Utah System for Tracking Eligibi	TIR Missed: No	0.00
	Rural Central Desktop Support	Jay Barfuss	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000515279	Vickie Long	None	None	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Paul Petersen	Human Services	Low	Closed	TTR Missed: No	2.86

Rural Central Desktop Support							

INC000000515316	Karen Averett	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Ron LeBaron	Health	Low	Closed	TTR Missed: No	0.00
INC000000515322	Doris Adams	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Ron LeBaron	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000515325	Kirk Moncrief	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Ron LeBaron	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000515329	Bruce Taylor	None	None	None		TIR Missed: Yes	1.68
	Rural Central Desktop Support	Robert Case	Human Services	Low	Closed	TTR Missed: No	1.68
INC000000515360	Todd Hilliker	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Ron LeBaron	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000515362	Kimberly Story	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Ron LeBaron	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000515363	Theo Judson	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Ron LeBaron	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000515366	Matthew Froelich	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Ron LeBaron	Human Services	Low	Closed	TTR Missed: No	0.05
INC000000515389	Todd Hilliker	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Ron LeBaron	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000515398	Cindy Draper	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Ron LeBaron	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000515403	Tracy Shock	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Ron LeBaron	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000515405	Luis Gatica	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Ron LeBaron	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000515412	Charlene Nelson	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Ron LeBaron	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000515414	Fred Butterfield	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jessica Purcell	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000515418	Charlene Nelson	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Ron LeBaron	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000515419	Rose Arrive	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jessica Purcell	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000515530	Dianna Lott	None	None	None		TIR Missed: No	0.09
	Rural Central Desktop Support	Paul Petersen	Corrections	Low	Closed	TTR Missed: No	1.47

Rural Central Desktop Support

Incident	Name	Type	Category	Product	TIR Missed	TTR Missed	Value
INC000000515535	Craig Warren	PC/Laptop	Password	None	No		0.00
	Rural Central Desktop Support	Paul Petersen	Corrections	Low Closed		No	1.40
INC000000515666	Vickie Long	PC/Laptop	None	None	No		0.00
	Rural Central Desktop Support	Paul Petersen	Human Services	Low Closed		No	0.43
INC000000515670	Karen Ekker	Application	Error	Microsoft Windows XP Professio	No		0.00
	Rural Central Desktop Support	Rod Montoya	Human Services	Low Closed		No	0.07
INC000000515673	Brian Beus	Application	Error	Novell Client for 32-bit Windows	No		0.00
	Rural Central Desktop Support	Rod Montoya	Human Services	Low Closed		No	0.04
INC000000515703	Patty Fazzio	None	None	None	No		0.00
	Rural Central Desktop Support	Robert Case	Human Services	Low Closed		No	0.00
INC000000515727	Brett Christensen	PC/Laptop	Password	Novell Client for 32-bit Windows	No		0.00
	Rural Central Desktop Support	Gerald Adams	Public Safety	Low Closed		No	1.04
INC000000515815	Marshall Hunsaker	Network	Virus	None	No		0.00
	Rural Central Desktop Support	Jeremy Standifird	Technology Services	Low Closed		No	0.72
INC000000515844	Paul Gehrke	None	None	None	No		0.00
	Rural Central Desktop Support	Robert Case	Human Services	Low Closed		No	1.96
INC000000515900	Randy Riches	PC/Laptop	Password	Utah Criminal Justice Informatio	No		0.00
	Rural Central Desktop Support	Gerald Adams	Public Safety	Low Closed		No	3.65
INC000000516018	Josette Harding	Application	Error	None	No		0.00
	Rural Central Desktop Support	John Donaldson	Human Services	Low Closed		No	0.00
INC000000516028	Margo Vick	Application	Error	ZENworks for Desktops	No		0.00
	Rural Central Desktop Support	John Donaldson	Human Services	Low Closed		No	0.00
INC000000516037	Jeanne McNeil	Application	None	Mozilla Firefox	No		0.00
	Rural Central Desktop Support	Paul Petersen	Human Services	Low Closed		No	1.34
INC000000516038	Jim Van Zant	Application	Error	ZENworks for Desktops	No		0.00
	Rural Central Desktop Support	John Donaldson	Human Services	Low Closed		No	0.00
INC000000516110	PK Mohanty	Application	Error	Novell GroupWise	No		0.77
	Rural Central Desktop Support	Richard Packer	Transportation	Low Closed		No	0.77
INC000000516157	Cathy Hinckley	None	None	None	No		0.00
	Rural Central Desktop Support	Ron LeBaron	Corrections	Low Closed		No	0.00
INC000000516165	Dianna Lott	None	None	None	No		0.00
	Rural Central Desktop Support	Ron LeBaron	Corrections	Low Closed		No	0.23
INC000000516197	Todd Hilliker	None	None	None	No		0.00
	Rural Central Desktop Support	Ron LeBaron	Corrections	Low Closed		No	1.48

Rural Central Desktop Support

INC000000516321	Nancy Stucki	None	None	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Ron LeBaron	Human Services	Low	Closed	TTR Missed: No	
INC000000516329	Natalie Boren	Application	Error	Internet Explorer	TIR Missed: No	0.00
	Rural Central Desktop Support	Jay Barfuss	Natural Resources	Low	Closed	TTR Missed: No	0.00
INC000000516333	Nancy Stucki	None	None	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Ron LeBaron	Human Services	Low	Closed	TTR Missed: No	5.19
INC000000516334	Gayle Allred	Application	Error	Microsoft Access 2007	TIR Missed: No	0.00
	Rural Central Desktop Support	Jay Barfuss	Natural Resources	Low	Closed	TTR Missed: No	0.00
INC000000516353	Brooks Burr	None	None	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Jessica Purcell	Human Services	Low	Closed	TTR Missed: No	
INC000000516379	Dianna Lott	Application	Error	Internet Explorer	TIR Missed: Yes	1.07
	Rural Central Desktop Support	Paul Petersen	Corrections	Low	Closed	TTR Missed: No	3.87
INC000000516441	Phil Fryberger	Network	Password	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Richard Packer	Transportation	Low	Closed	TTR Missed: No	0.13
INC000000516465	Jan Grant	None	None	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Robert Case	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000516471	Marshall Hunsaker	Network	Virus	None	TIR Missed: Yes	1.74
	Rural Central Desktop Support	Robert Case	Technology Services	Low	Closed	TTR Missed: No	2.80
INC000000516550	Casey Christopherson	Application	None	SAFE	TIR Missed: No	0.00
	Rural Central Desktop Support	Paul Petersen	Human Services	Low	Closed	TTR Missed: No	1.28
INC000000516557	Rusty Hendrickson	None	None	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Paul Petersen	Human Services	Low	Closed	TTR Missed: No	1.24
INC000000516628	Pat McKell	None	None	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Paul Petersen	Attorney General	Low	Closed	TTR Missed: No	0.06
INC000000516652	Richelle Surplus	Application	Error	Novell GroupWise	TIR Missed: No	0.00
	Rural Central Desktop Support	Jay Barfuss	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000516674	Dennis Mitchell	PC/Laptop	Hardware	None	TIR Missed: No	0.08
	Rural Central Desktop Support	Paul Petersen	Tax Commission	Low	Closed	TTR Missed: No	0.08
INC000000516699	Leyla Escobar	PC/Laptop	Hardware	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000516728	Lance Lamb	PC/Laptop	Error	Microsoft Windows 7	TIR Missed: No	0.00
	Rural Central Desktop Support	Paul Petersen	Tax Commission	Low	Closed	TTR Missed: No	1.65
INC000000516744	Richard Moysh	PC/Laptop	Error	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low	Closed	TTR Missed: No	0.00

Rural Central Desktop Support

INC000000516764	Shanna Stubbs	PC/Laptop	Hardware	None			TIR Missed: No	0.84
	Rural Central Desktop Support	Robert Case	Human Services	Low	Closed		TTR Missed: No	0.84
INC000000516772	Sheryl St Clair	Application	Password	None			TIR Missed: No	0.00
	Rural Central Desktop Support	Jeremy Standifird	Human Services	Low	Closed		TTR Missed: No	2.46
INC000000516923	Sean Davis	PC/Laptop	Hardware	None			TIR Missed: No	0.26
	Rural Central Desktop Support	Jessica Purcell	Natural Resources	Low	Closed		TTR Missed: No	0.26
INC000000516932	Karin A Armstrong	Network	Password	Novell Client for 32-bit Windows			TIR Missed: No	0.00
	Rural Central Desktop Support	Gerald Adams	Human Services	Low	Closed		TTR Missed: No	1.08
INC000000517021	Chamberlin Neff	Application	None	Utah Highway Patrol Mobile App			TIR Missed: No	0.00
	Rural Central Desktop Support	Gerald Adams	Public Safety	Low	Closed		TTR Missed: Yes	6.09
INC000000517056	Lynne LeBaron	Print/Copy/Scan/Fax	Incident	None			TIR Missed: No	0.69
	Rural Central Desktop Support	Robert Case	Human Services	Low	Closed		TTR Missed: No	0.69
INC000000517069	Rod Cromar	Application	Error	Novell GroupWise			TIR Missed: No	0.00
	Rural Central Desktop Support	Paul Petersen	Human Services	Low	Closed		TTR Missed: No	0.21
INC000000517071	Serena Hubert	Network	None	None			TIR Missed: No	0.00
	Rural Central Desktop Support	Paul Petersen	Human Services	Low	Closed		TTR Missed: No	0.22
INC000000517072	Doris Adams	Application	None	Gmail			TIR Missed: No	0.00
	Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Closed		TTR Missed: No	0.31
INC000000517079	Alden Carroll	Application	None	Symantec AntiVirus			TIR Missed: No	0.00
	Rural Central Desktop Support	Paul Petersen	Human Services	Low	Closed		TTR Missed: No	5.98
INC000000517118	Lucy Atcher	Application	None	Symantec AntiVirus			TIR Missed: No	0.00
	Rural Central Desktop Support	Paul Petersen	Human Services	Low	Closed		TTR Missed: No	0.56
INC000000517227	Tonya Smith	None	None	None			TIR Missed: No	0.00
	Rural Central Desktop Support	Robert Case	Human Services	Low	Closed		TTR Missed: No	0.00
INC000000517234	Kris Wisdom	None	None	None			TIR Missed: No	0.00
	Rural Central Desktop Support	Robert Case	Human Services	Low	Closed		TTR Missed: No	0.00
INC000000517378	Shawn Davis	Print/Copy/Scan/Fax	Incident	None			TIR Missed: No	0.00
	Rural Central Desktop Support	Todd Hardy	Transportation	Low	Closed		TTR Missed: No	1.77
INC000000517380	Shawn Davis	None	None	None			TIR Missed: No	0.00
	Rural Central Desktop Support	Todd Hardy	Transportation	Low	Closed		TTR Missed: No	1.77
INC000000517384	Karen Ekker	Application	Error	None			TIR Missed: No	0.00
	Rural Central Desktop Support	Todd Hardy	Human Services	Low	Closed		TTR Missed: No	1.71
INC000000517386	Dorothy Richardson	Application	Error	None			TIR Missed: No	0.00
	Rural Central Desktop Support	Todd Hardy	Human Services	Low	Closed		TTR Missed: No	1.70

Rural Central Desktop Support

Incident	Name	Category	Type	Item			TIR/TTR Missed		Value
INC000000517425	Jeffery Breinholt	None	None	None			TIR Missed: No		0.08
	Rural Central Desktop Support	Todd Hardy	Public Safety		Low	Closed	TTR Missed: No		1.27
INC000000517465	Anita Phillips	Application	None	Symantec AntiVirus			TIR Missed: No		0.00
	Rural Central Desktop Support	Paul Petersen	Human Services		Low	Closed	TTR Missed: No		0.63
INC000000517466	Daniel Hansen	Application	None	Symantec AntiVirus			TIR Missed: No		0.00
	Rural Central Desktop Support	Paul Petersen	Human Services		Low	Closed	TTR Missed: No		0.62
INC000000517467	Cindy Draper	Application	None	Microsoft Word			TIR Missed: No		0.00
	Rural Central Desktop Support	Paul Petersen	Human Services		Low	Closed	TTR Missed: No		0.61
INC000000517471	John Perkins	PC/Laptop	None	None			TIR Missed: No		0.00
	Rural Central Desktop Support	Paul Petersen	Human Services		Low	Closed	TTR Missed: No		0.57
INC000000517474	Karen Lillywhite	PC/Laptop	None	None			TIR Missed: No		0.00
	Rural Central Desktop Support	Paul Petersen	Human Services		Low	Closed	TTR Missed: No		0.53
INC000000517481	Cynthia Bedore	Application	None	Novell GroupWise			TIR Missed: No		0.00
	Rural Central Desktop Support	Paul Petersen	Workforce Services		Low	Closed	TTR Missed: No		0.38
INC000000517504	Nancy Gould	Application	Error	Novell GroupWise			TIR Missed: No		0.00
	Rural Central Desktop Support	Jeremy Standifird	Human Services		Low	Closed	TTR Missed: No		2.68
INC000000517508	Brandy Terry	None	None	None			TIR Missed: No		0.00
	Rural Central Desktop Support	Troy Morris	Human Services		Low	Closed	TTR Missed: No		0.00
INC000000517609	Paula K Douglass	Network	Error	Novell Client for 32-bit Windows			TIR Missed: No		0.60
	Rural Central Desktop Support	Ron LeBaron	Human Services		Low	Closed	TTR Missed: No		0.66
INC000000517628	Georgina Bresnan	Application	Error	None			TIR Missed: No		0.00
	Rural Central Desktop Support	Todd Hardy	Workforce Services		Low	Closed	TTR Missed: No		5.59
INC000000517678	Peggy Killian	None	None	None			TIR Missed: No		0.00
	Rural Central Desktop Support	Jessica Purcell	Workforce Services		Low	Closed	TTR Missed: No		0.00
INC000000517897	Selma Meono	None	None	None			TIR Missed: No		0.00
	Rural Central Desktop Support	Ron LeBaron	Workforce Services		Low	Closed	TTR Missed: No		0.00
INC000000517902	Kellie Richardson	None	None	None			TIR Missed: No		0.00
	Rural Central Desktop Support	Ron LeBaron	Corrections		Low	Closed	TTR Missed: No		0.00
INC000000517921	Jody Sillitoe	PC/Laptop	Performance	None			TIR Missed: No		0.00
	Rural Central Desktop Support	Jeremy Standifird	Workforce Services		Low	Closed	TTR Missed: No		0.12
INC000000518155	Austin Farey	Application	Error	Novell GroupWise			TIR Missed: No		0.00
	Rural Central Desktop Support	Randy Graham	Technology Services		Low	Closed	TTR Missed: No		0.00
INC000000518161	Rodney Williams	PC/Laptop	Hardware	None			TIR Missed: No		0.00
	Rural Central Desktop Support	Randy Graham	Transportation		Low	Closed	TTR Missed: No		0.00

Rural Central Desktop Support

INC	Name	Type	Category	System	TIR Missed	Status	TTR Missed	Value
INC000000518170	Justin Schellenberg	Application	Reporting	Novell GroupWise		TIR Missed: No		0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed	TTR Missed: No		0.00
INC000000518171	Spencer Glazner	PC/Laptop	Performance	None		TIR Missed: No		0.00
	Rural Central Desktop Support	Richard Packer	Transportation	Low	Closed	TTR Missed: No		3.01
INC000000518172	PK Mohanty	Application	Error	Novell GroupWise		TIR Missed: No		0.00
	Rural Central Desktop Support	Richard Packer	Transportation	Low	Closed	TTR Missed: No		0.38
INC000000518189	Matt Parker	Network	Error	None		TIR Missed: No		0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed	TTR Missed: No		0.00
INC000000518191	Joshua Quarnberg	PC/Laptop	Hardware	None		TIR Missed: No		0.22
	Rural Central Desktop Support	Paul Petersen	Tax Commission	Low	Closed	TTR Missed: No		1.97
INC000000518213	Rea Bartlett	Application	None	Gmail		TIR Missed: No		0.00
	Rural Central Desktop Support	Paul Petersen	Human Services	Low	Closed	TTR Missed: No		1.40
INC000000518214	Selma Meono	Application	None	Utah Electronic Resource and E	TIR Missed: No			0.00
	Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Closed	TTR Missed: No		1.37
INC000000518223	Heather Bonham	PC/Laptop	Performance	None		TIR Missed: No		0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed	TTR Missed: No		0.00
INC000000518253	Adam Lough	Network	Performance	None		TIR Missed: No		0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed	TTR Missed: No		0.00
INC000000518265	Arty Johnson	PC/Laptop	Performance	Microsoft Windows XP Professic	TIR Missed: No			0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed	TTR Missed: No		0.00
INC000000518285	Tonia Lou Wall	Application	Error	Data Warehouse		TIR Missed: No		0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed	TTR Missed: No		0.00
INC000000518333	Cathy Hinckley	None	None	None		TIR Missed: No		0.00
	Rural Central Desktop Support	Paul Petersen	Corrections	Low	Closed	TTR Missed: No		0.72
INC000000518369	Sydney Christensen	Network	Error	None		TIR Missed: No		0.00
	Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low	Closed	TTR Missed: No		0.42
INC000000518395	Laureen Wilson	Application	Password	Novell eDirectory		TIR Missed: No		0.00
	Rural Central Desktop Support	John Donaldson	Human Services	Low	Closed	TTR Missed: No		0.00
INC000000518397	Frank Whitney	Network	Incident	None		TIR Missed: No		0.00
	Rural Central Desktop Support	John Donaldson	Non-state	Low	Closed	TTR Missed: No		0.00
INC000000518398	Julie Hansen	PC/Laptop	Hardware	None		TIR Missed: No		0.00
	Rural Central Desktop Support	John Donaldson	Human Services	Low	Closed	TTR Missed: No		0.00
INC000000518400	Deborah Griffin	PC/Laptop	Hardware	None		TIR Missed: No		0.00
	Rural Central Desktop Support	John Donaldson	Human Services	Low	Closed	TTR Missed: No		0.00

Rural Central Desktop Support

INC000000518401	Wendy Ludlow	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural Central Desktop Support	John Donaldson	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000518403	Wendy Ludlow	Network	Incident	None		TIR Missed: No	0.00
	Rural Central Desktop Support	John Donaldson	Human Services	Medium	Closed	TTR Missed: No	0.00
INC000000518405	Jennifer Jamalkowski	Application	Error	None		TIR Missed: No	0.00
	Rural Central Desktop Support	John Donaldson	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000518406	Keri Carter	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Rural Central Desktop Support	John Donaldson	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000518408	Bill Montague	PC/Laptop	Error	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Troy Morris	Workforce Services	Low	Closed	TTR Missed: No	1.55
INC000000518409	Martin Meyer	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural Central Desktop Support	John Donaldson	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000518410	Sandra Reyes	Application	Error	Microsoft Office		TIR Missed: No	0.00
	Rural Central Desktop Support	John Donaldson	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000518412	Josette Harding	Application	Error	Staff Information System		TIR Missed: No	0.00
	Rural Central Desktop Support	John Donaldson	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000518414	Julie Taylor	Application	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Rural Central Desktop Support	John Donaldson	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000518615	Geri Jones	PC/Laptop	None	None		TIR Missed: No	0.01
	Rural Central Desktop Support	Robert Case	Human Services	Low	Closed	TTR Missed: No	0.97
INC000000518671	Janet Cole	Application	Error	Microsoft Windows XP Professic	TIR Missed: No	0.00
	Rural Central Desktop Support	Ron LeBaron	Workforce Services	Low	Closed	TTR Missed: No	1.36
INC000000518677	Patricia Coburn	PC/Laptop	None	None		TIR Missed: Yes	1.23
	Rural Central Desktop Support	Ron LeBaron	Human Services	Low	Closed	TTR Missed: No	1.23
INC000000518723	Gayla Reinhardt	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jessica Purcell	Human Services	Low	Closed	TTR Missed: No	
INC000000518724	Arla Jensen	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jessica Purcell	Human Services	Low	Closed	TTR Missed: No	
INC000000518832	Liz Lobato	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	0.46
INC000000518839	Johnny Bedore III	Application	Reporting	Novell ConsoleOne		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	0.26
INC000000518841	Sallie Muir	Application	Password	Novell ConsoleOne		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	0.22

Rural Central Desktop Support

INC000000518843	Michelle W Christensen	Application	Error	None			TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed		TTR Missed: No	0.19
INC000000518845	Dustin Townsend	PC/Laptop	Hardware	None			TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed		TTR Missed: No	0.17
INC000000518912	Korey Larsen	Application	None	None			TIR Missed: No	0.05
	Rural Central Desktop Support	Robert Case	Human Services	Low	Closed		TTR Missed: No	1.48
INC000000518958	Wendy Ludlow	None	None	None			TIR Missed: No	0.00
	Rural Central Desktop Support	Troy Morris	Human Services	Low	Closed		TTR Missed: No	0.00
INC000000518979	Judy Powell	None	None	None			TIR Missed: No	0.00
	Rural Central Desktop Support	Troy Morris	Human Services	Low	Closed		TTR Missed: No	0.00
INC000000518981	Tracy See	PC/Laptop	Performance	None			TIR Missed: No	0.00
	Rural Central Desktop Support	Todd Hardy	Natural Resources	Low	Closed		TTR Missed: No	1.02
INC000000518982	Rick Redmon	PC/Laptop	Hardware	None			TIR Missed: No	0.00
	Rural Central Desktop Support	Todd Hardy	Natural Resources	Low	Closed		TTR Missed: No	1.05
INC000000518992	Terry Gardner	None	None	None			TIR Missed: No	0.00
	Rural Central Desktop Support	Troy Morris	Human Services	Low	Closed		TTR Missed: No	1.84
INC000000519076	Rod Elmer	Application	Password	Utah Highway Patrol Mobile App			TIR Missed: No	0.00
	Rural Central Desktop Support	Gerald Adams	Public Safety	Low	Closed		TTR Missed: No	3.50
INC000000519079	Delbert Beddoes	PC/Laptop	Hardware	None			TIR Missed: No	0.00
	Rural Central Desktop Support	Robert Case	Human Services	Low	Closed		TTR Missed: No	1.46
INC000000519131	Weston Wilde	Application	Password	PGP			TIR Missed: No	0.25
	Rural Central Desktop Support	Richard Packer	Transportation	Low	Closed		TTR Missed: No	0.35
INC000000519145	Janet Jolley	PC/Laptop	Hardware	None			TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed		TTR Missed: No	0.04
INC000000519199	Jody Sillitoe	Application	Error	None			TIR Missed: No	0.00
	Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low	Closed		TTR Missed: No	1.93
INC000000519278	Christy Cedarstrom	PC/Laptop	Hardware	None			TIR Missed: No	0.00
	Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low	Closed		TTR Missed: No	3.60
INC000000519282	Janet Miller	PC/Laptop	None	None			TIR Missed: No	0.00
	Rural Central Desktop Support	Gerald Adams	Public Safety	Low	Closed		TTR Missed: No	1.98
INC000000519303	Jackie Pino	None	None	None			TIR Missed: No	0.00
	Rural Central Desktop Support	Paul Petersen	Corrections	Low	Closed		TTR Missed: No	0.79
INC000000519390	Asia Alvord	None	None	None			TIR Missed: No	0.15
	Rural Central Desktop Support	Richard Packer	Transportation	Low	Closed		TTR Missed: No	1.41

Rural Central Desktop Support

INC000000519411	Lynne LeBaron	Print/Copy/Scan/Fax	Incident	None			TIR Missed: No	0.91
	Rural Central Desktop Support	Robert Case	Human Services	Low		Closed	TTR Missed: No	0.91
INC000000519423	Milton Gale	Application	Error	ZENworks for Desktops			TIR Missed: No	0.00
	Rural Central Desktop Support	Jeremy Standifird	Human Services	Low		Closed	TTR Missed: No	1.83
INC000000519443	Janet Miller	PC/Laptop	None	None			TIR Missed: No	0.00
	Rural Central Desktop Support	Gerald Adams	Public Safety	Low		Closed	TTR Missed: No	4.66
INC000000519574	Jennifer Herbert	None	None	None			TIR Missed: No	0.23
	Rural Central Desktop Support	Paul Petersen	Workforce Services	Low		Closed	TTR Missed: No	0.34
INC000000519578	Mary Lou Warner	PC/Laptop	Performance	None			TIR Missed: Yes	1.71
	Rural Central Desktop Support	Robert Case	Human Services	Low		Closed	TTR Missed: No	1.71
INC000000519580	Mary Lou Warner	Application	None	Microsoft Visio			TIR Missed: No	0.17
	Rural Central Desktop Support	Robert Case	Human Services	Low		Closed	TTR Missed: No	4.40
INC000000519585	Mary Lou Warner	Application	None	Utah Cares			TIR Missed: No	0.21
	Rural Central Desktop Support	Robert Case	Human Services	Low		Closed	TTR Missed: No	4.21
INC000000519603	Cathy Hinckley	None	None	None			TIR Missed: No	0.05
	Rural Central Desktop Support	Ron LeBaron	Corrections	Low		Closed	TTR Missed: No	0.05
INC000000519611	Steve Williamson	None	None	None			TIR Missed: No	0.00
	Rural Central Desktop Support	Ron LeBaron	Corrections	Low		Closed	TTR Missed: No	0.00
INC000000519620	Edward Simmons	None	None	None			TIR Missed: No	0.00
	Rural Central Desktop Support	Ron LeBaron	Corrections	Low		Closed	TTR Missed: No	0.00
INC000000519623	Todd Hilliker	None	None	None			TIR Missed: No	0.00
	Rural Central Desktop Support	Ron LeBaron	Corrections	Low		Closed	TTR Missed: No	0.00
INC000000519627	Stacey Boyd	PC/Laptop	Error	None			TIR Missed: Yes	1.11
	Rural Central Desktop Support	Robert Case	Human Services	Low		Closed	TTR Missed: No	1.53
INC000000519650	Tad Johnson	None	None	None			TIR Missed: No	0.00
	Rural Central Desktop Support	Ron LeBaron	Corrections	Low		Closed	TTR Missed: No	
INC000000519734	Brooks Burr	None	None	None			TIR Missed: No	0.00
	Rural Central Desktop Support	Jessica Purcell	Human Services	Low		Closed	TTR Missed: No	0.00
INC000000519798	Troy Gasser	PC/Laptop	Hardware	None			TIR Missed: No	0.99
	Rural Central Desktop Support	Ron LeBaron	Human Services	Low		Closed	TTR Missed: No	1.27
INC000000519815	Karen Lillywhite	Application	None	SAFE			TIR Missed: No	0.00
	Rural Central Desktop Support	Paul Petersen	Human Services	Low		Closed	TTR Missed: No	0.62
INC000000519817	Tad Johnson	Print/Copy/Scan/Fax	None	None			TIR Missed: No	0.00
	Rural Central Desktop Support	Paul Petersen	Corrections	Low		Closed	TTR Missed: No	0.60

Rural Central Desktop Support

INC000000519844	Marshall Hunsaker	Network	Virus	None			TIR Missed: No	0.72
	Rural Central Desktop Support	Troy Morris	Technology Services	Medium	Closed		TTR Missed: No	1.71
INC000000519902	Nancy Stucki	None	None	None			TIR Missed: No	0.00
	Rural Central Desktop Support	Ron LeBaron	Human Services	Low	Closed		TTR Missed: No	1.70
INC000000519911	Alfredo Travassos Jr	PC/Laptop	Error	Microsoft Windows XP Professic		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed		TTR Missed: No	2.61
INC000000519920	Brooke Ibanez	Network	Incident	None			TIR Missed: No	0.73
	Rural Central Desktop Support	Paul Petersen	Human Services	Low	Closed		TTR Missed: Yes	7.14
INC000000520096	Kaye Houston	Network	Password	None			TIR Missed: No	0.00
	Rural Central Desktop Support	Paul Petersen	Corrections	Low	Closed		TTR Missed: No	0.43
INC000000520099	Justin Cloward	PC/Laptop	Hardware	None			TIR Missed: No	0.00
	Rural Central Desktop Support	Gerald Adams	Public Safety	Low	Closed		TTR Missed: No	2.87
INC000000520120	D'Lyn Mayne	None	None	None			TIR Missed: No	0.00
	Rural Central Desktop Support	Troy Morris	Human Services	Low	Closed		TTR Missed: No	0.41
INC000000520140	Justin Cloward	PC/Laptop	None	None			TIR Missed: No	0.00
	Rural Central Desktop Support	Gerald Adams	Public Safety	Low	Closed		TTR Missed: No	2.61
INC000000520143	Justin Cloward	PC/Laptop	None	None			TIR Missed: No	0.00
	Rural Central Desktop Support	Gerald Adams	Public Safety	Low	Closed		TTR Missed: No	2.65
INC000000520249	Jackie Watson	PC/Laptop	Hardware	None			TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Natural Resources	Low	Closed		TTR Missed: No	0.14
INC000000520256	Albert Phipps	None	None	None			TIR Missed: No	0.00
	Rural Central Desktop Support	Ron LeBaron	Human Services	Low	Closed		TTR Missed: No	1.24
INC000000520258	Michael Slater	Application	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Natural Resources	Low	Closed		TTR Missed: No	0.07
INC000000520262	Barbara Croft	PC/Laptop	Hardware	None			TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed		TTR Missed: No	0.03
INC000000520362	Albert Phipps	None	None	None			TIR Missed: No	0.00
	Rural Central Desktop Support	Ron LeBaron	Human Services	Low	Closed		TTR Missed: No	0.00
INC000000520400	James Stavros	Application	Error	Avaya CentreVu Supervisor		TIR Missed: No	0.18
	Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low	Closed		TTR Missed: No	5.66
INC000000520538	Stephanie Smith	None	None	None			TIR Missed: No	0.00
	Rural Central Desktop Support	Jessica Purcell	Human Services	Low	Closed		TTR Missed: No	
INC000000520574	Richard Ullrich	PC/Laptop	Virus	None			TIR Missed: No	0.78
	Rural Central Desktop Support	Todd Hardy	Technology Services	Low	Closed		TTR Missed: No	2.69

Rural Central Desktop Support

Incident	Name	Category	Type	Resolution	TIR Missed	Value
INC000000520638	Gaylinn Frandsen	None	None	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Jessica Purcell	Workforce Services	Low	Closed	TTR Missed: No	
INC000000520662	Nick Bowles	PC/Laptop	None	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Gerald Adams	Public Safety	Low	Closed	TTR Missed: No	2.92
INC000000520675	Anthony Baker	Application	Error	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Todd Hardy	Workforce Services	Low	Closed	TTR Missed: No	1.61
INC000000520740	James Mitchell	Application	None	Utah Electronic Resource and E	TIR Missed: No	0.00
	Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low	Closed	TTR Missed: No	1.83
INC000000520753	Shannon Sirkel	Print/Copy/Scan/Fax	None	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Paul Petersen	Human Services	Low	Closed	TTR Missed: No	1.69
INC000000520842	Laconna Davis	Application	Error	Microsoft Windows XP Professio	TIR Missed: No	0.00
	Rural Central Desktop Support	Jay Barfuss	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000520903	Nick Bowles	PC/Laptop	Hardware	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Gerald Adams	Public Safety	Low	Closed	TTR Missed: No	0.44
INC000000520967	Maurine Penrod	PC/Laptop	Hardware	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Gerald Adams	Public Safety	Low	Closed	TTR Missed: No	1.13
INC000000520991	Diana Apperson	PC/Laptop	Hardware	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Gerald Adams	Workforce Services	Low	Closed	TTR Missed: No	2.35
INC000000521050	Steve Hillabrant	None	None	None	TIR Missed: Yes	1.20
	Rural Central Desktop Support	Paul Petersen	Human Services	Low	Closed	TTR Missed: Yes	6.72
INC000000521140	Brian Jones	PC/Laptop	None	None	TIR Missed: No	0.35
	Rural Central Desktop Support	Robert Case	Human Services	Low	Closed	TTR Missed: No	0.61
INC000000521258	Shanna Stubbs	Print/Copy/Scan/Fax	None	None	TIR Missed: No	0.71
	Rural Central Desktop Support	Robert Case	Human Services	Low	Closed	TTR Missed: No	0.75
INC000000521274	Jason Miller	Application	Error	Microsoft Visio	TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	0.27
INC000000521277	Jason Miller	Application	Error	Internet Explorer	TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	0.22
INC000000521282	Scott Root	PC/Laptop	Hardware	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Natural Resources	Low	Closed	TTR Missed: No	0.13
INC000000521287	Scott Root	PC/Laptop	Hardware	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Natural Resources	Low	Closed	TTR Missed: No	0.10
INC000000521292	Jenny Zickgraf	PC/Laptop	Hardware	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Natural Resources	Low	Closed	TTR Missed: No	0.07

Rural Central Desktop Support

INC000000521331	John Perkins	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Paul Petersen	Human Services	Low	Closed	TTR Missed: No	1.40
INC000000521335	Andrew W Beckman	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Ron LeBaron	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000521348	Theo Judson	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Ron LeBaron	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000521354	Cathy Hinckley	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Ron LeBaron	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000521427	Kristy Barton	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Ron LeBaron	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000521490	Marci Day	Application	None	iTunes		TIR Missed: No	0.00
	Rural Central Desktop Support	Paul Petersen	Human Services	Low	Closed	TTR Missed: No	1.77
INC000000521530	Jessica Cook	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Ron LeBaron	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000521554	Dianna Lott	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Ron LeBaron	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000521649	Leeann Dunford	None	None	None		TIR Missed: No	0.21
	Rural Central Desktop Support	Paul Petersen	Corrections	Low	Closed	TTR Missed: No	0.57
INC000000521678	Sterling Clark	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Gerald Adams	Public Safety	Low	Closed	TTR Missed: No	0.87
INC000000521695	Amy N Hall	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Ron LeBaron	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000521697	Chris Cook	Print/Copy/Scan/Fax	Error Code	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low	Closed	TTR Missed: No	0.55
INC000000521717	Brad Weber	PC/Laptop	Virus	Symantec AntiVirus		TIR Missed: No	0.00
	Rural Central Desktop Support	Jay Barfuss	Natural Resources	Low	Closed	TTR Missed: No	0.00
INC000000521728	T Artis	Network	Incident	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Technology Services	Low	Closed	TTR Missed: No	0.00
INC000000521730	Mark Thomas	Network	Incident	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Technology Services	Low	Closed	TTR Missed: No	0.00
INC000000521735	Brent Wallwork	Network	Incident	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000521738	Lenee Trujillo	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed	TTR Missed: No	0.00

Rural Central Desktop Support						

						TIR Missed:	
INC000000521743	John Guymon	Application	Reporting	ProjectWise		TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000521745	Gary A Gibbs	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000521748	Bill Townsend	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000521752	Denise Poole	Application	Error	Adobe Acrobat		TIR Missed: No	0.00
	Rural Central Desktop Support	Richard Packer	Transportation	Low	Closed	TTR Missed: No	
INC000000521760	John Guymon	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000521763	Wade Ramsay	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000521767	Chad Allinson	Application	Error	Gmail		TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000521823	Doyle Bender	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low	Closed	TTR Missed: Yes	6.28
INC000000521836	Kelly Pingree	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Paul Petersen	Administrative Services	Low	Closed	TTR Missed: No	0.70
INC000000521849	Anita Rutledge	PC/Laptop	None	None		TIR Missed: No	0.28
	Rural Central Desktop Support	Troy Morris	Human Services	Low	Closed	TTR Missed: No	0.82
INC000000521850	Lori Savage	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jessica Purcell	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000521888	Sterling Clark	PC/Laptop	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Gerald Adams	Public Safety	Low	Closed	TTR Missed: No	2.40
INC000000521921	John LaCognata	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Robert Case	Human Services	Low	Closed	TTR Missed: No	
INC000000521930	Skip Worwood	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Robert Case	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000522121	CindaLee Hall	None	None	None		TIR Missed: No	0.49
	Rural Central Desktop Support	Ron LeBaron	Workforce Services	Low	Closed	TTR Missed: No	2.21
INC000000522242	Denise Poole	PC/Laptop	Performance	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Richard Packer	Transportation	Low	Closed	TTR Missed: No	1.23
INC000000522313	Leon Goff	Application	Error	Internet Explorer		TIR Missed: Yes	1.11
	Rural Central Desktop Support	Todd Hardy	Natural Resources	Low	Closed	TTR Missed: No	1.64

Rural Central Desktop Support

INC000000522320	Lyndsay A Smith	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jessica Purcell	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000522322	Rose Arrive	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jessica Purcell	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000522360	Todd Hilliker	Application	None	Novell GroupWise		TIR Missed: No	0.00
	Rural Central Desktop Support	Paul Petersen	Corrections	Low	Closed	TTR Missed: No	1.15
INC000000522381	James Legore	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Ron LeBaron	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000522389	D'Lyn Mayne	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Troy Morris	Human Services	Low	Closed	TTR Missed: No	0.40
INC000000522399	David S Tibbs	Network	Error	None		TIR Missed: No	0.20
	Rural Central Desktop Support	Jeremy Standifird	Attorney General	Low	Closed	TTR Missed: No	0.29
INC000000522436	Melanie E. Davies	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Ron LeBaron	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000522441	Richard Ullrich	PC/Laptop	Virus	None		TIR Missed: No	0.86
	Rural Central Desktop Support	Randy Graham	Technology Services	Low	Closed	TTR Missed: No	0.86
INC000000522460	Penny Weiss	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Ron LeBaron	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000522516	Richard Ullrich	PC/Laptop	Virus	None		TIR Missed: No	0.83
	Rural Central Desktop Support	Jessica Purcell	Technology Services	Low	Closed	TTR Missed: No	0.83
INC000000522522	Alycia Martin	Application	Reporting	Novell GroupWise		TIR Missed: Yes	1.17
	Rural Central Desktop Support	Robert Case	Human Services	Low	Closed	TTR Missed: No	1.17
INC000000522528	Stuart Nelson	Application	Error	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Todd Hardy	Natural Resources	Low	Closed	TTR Missed: No	4.69
INC000000522530	Kathy Donnell	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Todd Hardy	Natural Resources	Low	Closed	TTR Missed: No	4.64
INC000000522531	Ted Hallows	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Todd Hardy	Natural Resources	Low	Closed	TTR Missed: No	4.64
INC000000522590	Shannon Black	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Troy Morris	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000522617	Mary Beth Lente	None	None	Novell GroupWise		TIR Missed: No	0.00
	Rural Central Desktop Support	Troy Morris	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000522646	Bart Grant	Network	Virus	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jessica Purcell	Technology Services	Low	Closed	TTR Missed: No	0.00

Rural Central Desktop Support

INC000000522783	Jeff D Rasmussen	Application	Error	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	0.04
INC000000522786	Charity Gibson	Application	Error	Internet Explorer		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Natural Resources	Low	Closed	TTR Missed: No	0.04
INC000000522911	Ryan Budge	Application	Reporting	Novell iPrint		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	0.03
INC000000522941	Arianna M Brown	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.08
	Rural Central Desktop Support	Troy Morris	Non-state	Low	Closed	TTR Missed: No	0.17
INC000000522973	Charlyn Child	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.35
	Rural Central Desktop Support	Robert Case	Human Services	Low	Closed	TTR Missed: No	0.35
INC000000523113	Wendy Ludlow	None	None	Microsoft Access		TIR Missed: No	0.00
	Rural Central Desktop Support	Troy Morris	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000523136	Shane Barr	Application	Error	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Todd Hardy	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000523159	Bart Grant	Network	Virus	None		TIR Missed: Yes	1.59
	Rural Central Desktop Support	Randy Graham	Technology Services	Low	Closed	TTR Missed: No	1.59
INC000000523169	Chris Terry	PC/Laptop	Password	Utah Criminal Justice Informatio	TIR Missed: No	0.00
	Rural Central Desktop Support	Gerald Adams	Public Safety	Low	Closed	TTR Missed: No	2.99
INC000000523224	Odell Erickson	PC/Laptop	Hardware	None		TIR Missed: No	0.37
	Rural Central Desktop Support	Troy Morris	Human Services	Low	Closed	TTR Missed: No	0.40
INC000000523502	Kara Roberts	Application	None	Internet Explorer		TIR Missed: No	0.43
	Rural Central Desktop Support	Troy Morris	Human Services	Low	Closed	TTR Missed: No	0.43
INC000000523518	Serena Hubert	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Paul Petersen	Human Services	Low	Closed	TTR Missed: No	1.36
INC000000523613	Desiree Steadman	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Paul Petersen	Human Services	Low	Closed	TTR Missed: No	0.61
INC000000523615	Reyna Cameron	Network	Password	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Paul Petersen	Corrections	Low	Closed	TTR Missed: No	0.60
INC000000523625	Richard Pearce	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Ron LeBaron	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000523691	Matt Miller	PC/Laptop	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Gerald Adams	Public Safety	Low	Closed	TTR Missed: No	6.00
INC000000523765	Susan Chandler	Application	None	None		TIR Missed: No	0.65
	Rural Central Desktop Support	Paul Petersen	Human Services	Low	Closed	TTR Missed: No	3.10

Rural Central Desktop Support							

INC000000523788	Matt Miller	PC/Laptop	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Gerald Adams	Public Safety	Low	Closed	TTR Missed: No	4.89
INC000000523995	Brooke Ibanez	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Paul Petersen	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000524000	Noela Karza	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Robert Case	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000524002	Peggy Grusendorf	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Robert Case	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000524075	Rick Manwill	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Ron LeBaron	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000524232	Lester John	Application	Reporting	PGP		TIR Missed: No	0.67
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed	TTR Missed: Yes	7.81
INC000000524274	Peggy Groberg	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Ron LeBaron	Attorney General	Low	Closed	TTR Missed: No	0.00
INC000000524295	Jill Savicki	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Ron LeBaron	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000524352	Stephanie Harding	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jessica Purcell	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000524354	Tiffani Diamond	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jessica Purcell	Human Services	Low	Resolved	TTR Missed: No	
INC000000524380	James Legore	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Ron LeBaron	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000524438	Peggy Groberg	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Ron LeBaron	Attorney General	Low	Closed	TTR Missed: No	0.00
INC000000524520	Diana Apperson	Application	None	None		TIR Missed: No	0.14
	Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low	Resolved	TTR Missed: No	3.73
INC000000524521	Terry L Banks	Application	None	None		TIR Missed: No	0.12
	Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low	Resolved	TTR Missed: No	3.74
INC000000524558	Nancy Stucki	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.37
	Rural Central Desktop Support	Ron LeBaron	Human Services	Low	Closed	TTR Missed: No	0.37
INC000000524606	Tara Hodges	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jessica Purcell	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000524620	Cassie Beck	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Paul Petersen	Human Services	Low	Closed	TTR Missed: No	0.20

Rural Central Desktop Support

INC000000524703	Alicia Norris	Application	None	SAFE		TIR Missed: No	0.33
	Rural Central Desktop Support	Jeremy Standifird	Human Services	Low	Closed	TTR Missed: No	1.55
INC000000524749	Sharren Trump	None	None	None		TIR Missed: No	0.09
	Rural Central Desktop Support	Todd Hardy	Transportation	Low	Closed	TTR Missed: No	2.71
INC000000524811	Ty Hunter	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Natural Resources	Low	Closed	TTR Missed: No	0.19
INC000000524820	Dale Liechty	Application	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Natural Resources	Low	Closed	TTR Missed: No	0.13
INC000000524825	Zenaida Martinez	Application	Error	Microsoft Word		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	0.11
INC000000524826	Janet Jolley	Application	Error	Microsoft Windows XP Professio		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	0.03
INC000000524974	Richard Ullrich	PC/Laptop	Virus	None		TIR Missed: No	0.10
	Rural Central Desktop Support	Jessica Purcell	Technology Services	Low	Resolved	TTR Missed: No	0.10
INC000000525075	Zenaida Martinez	None	None	None		TIR Missed: No	0.08
	Rural Central Desktop Support	Troy Morris	Workforce Services	Low	Resolved	TTR Missed: No	0.50
INC000000525087	Lory Pond	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Ron LeBaron	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000525122	Rich Christianson	PC/Laptop	None	Utah Highway Patrol Mobile App		TIR Missed: No	0.00
	Rural Central Desktop Support	Gerald Adams	Public Safety	Low	Resolved	TTR Missed: No	3.01
INC000000525175	Randilee Spencer	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Ron LeBaron	Workforce Services	Low	Resolved	TTR Missed: No	0.02
INC000000525176	Karla Campbell	Print/Copy/Scan/Fax	None	None		TIR Missed: Yes	1.15
	Rural Central Desktop Support	Jeremy Standifird	Human Services	Low	Resolved	TTR Missed: No	1.56
INC000000525180	Todd Hardy	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Ron LeBaron	Technology Services	Low	Resolved	TTR Missed: No	
INC000000525256	Shawna Peterson	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Robert Case	Human Services	Low	Resolved	TTR Missed: No	
INC000000525423	Boyde Blackwell	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jay Barfuss	Natural Resources	Low	Resolved	TTR Missed: No	0.00
INC000000525429	Rose Fedelleck	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jay Barfuss	Natural Resources	Low	Resolved	TTR Missed: No	0.00
INC000000525616	Wendy Carter	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Robert Case	Human Services	Low	Resolved	TTR Missed: No	0.00

Rural Central Desktop Support

INC	Name	Type	Category	Dept	Priority	Status	TIR Missed	TTR Missed	Value
INC000000525617	Laurie Adams	None	None	None			TIR Missed: No		0.00
	Rural Central Desktop Support	Robert Case	Human Services		Low	Resolved	TTR Missed: No		0.00
INC000000525752	Jackie Pino	None	None	None			TIR Missed: No		0.00
	Rural Central Desktop Support	Ron LeBaron	Corrections		Low	Resolved	TTR Missed: No		0.00
INC000000525756	Lance Lamb	None	None	None			TIR Missed: No		0.00
	Rural Central Desktop Support	Ron LeBaron	Tax Commission		Low	Resolved	TTR Missed: No		0.00
INC000000525764	Kevin Elmer	PC/Laptop	None	None			TIR Missed: No		0.00
	Rural Central Desktop Support	Gerald Adams	Public Safety		Low	Resolved	TTR Missed: No		0.98